
Tab 3 – Factor 3 – Performance Work Statement

Supply Chain Risk Management

In order to ensure a consistent, high-quality experience for our customers, the Fisher Scientific Company L.L.C. (“Fisher Scientific”) channel uses the following process to manage our suppliers:

The division product managers evaluate and select suppliers based on their ability to provide the service levels and products in accordance with the following metrics:

- Financial Metrics around company stability
- Service/delivery performance – at a minimum, Lines On Time Complete (“LOT”) measurement
- Product Quality performance – as determined by market intelligence
- Shipping, packaging and logistics requirements – conformity
- Portfolio expansion to fill product or brand gaps in order to meet customer needs

Each divisional product manager is responsible to ensure that each supplier’s service and products conform to the specified requirements of the marketplace in line with the overall strategy of their division. The extent of controls applied to a supplier is dependent on the supplier’s impact on two key areas:

- Impact on the supply chain operations team and our ability to ensure we can meet the customer’s delivery expectations
- The overall product quality delivered to our customers

The methods of evaluation may include the following:

- Site visit or supplier meeting
- Credit or Reference Check (A/P application)
- Dun & Bradstreet review
- Evaluation of Suppliers Financial Situation
- Financial Opportunity - Proforma
- Any History with Supplier

Additionally, The Fisher Scientific channel’s third party procurement program, Encompass, is designed to extend the benefits of our “one-stop procurement” solution within the traditional laboratory supplies offering and beyond. With a current database of over 900,000 products outside those normally available through national laboratory distributors, the Fisher Scientific channel offers the most robust and comprehensive third party procurement program available in the industry. Instead of trying to manage multiple orders directly with hundreds of suppliers, customers can manage virtually all of your laboratory product needs through a single source: the Fisher Scientific channel.

We understand the need of our customers to simplify and streamline the procurement process, achieving supplier consolidation and reduction of purchase orders and invoices. Our value-added solution offers GSA web-enabled third party product ordering with a single look and feel, a single point of contact, and procurement efficiencies that drive a significant reduction in total cost of acquisition.

The Fisher Scientific channel’s third party program is set apart from others in the industry through:

- the **scale** of our business and experience,
- **breadth** and depth of our product and service offering,
- the **integration** of our third party services into our core franchise business, and
- our ability to provide comprehensive **reporting** of a customer’s third party purchases.

(b) (4)

We have integrated our Third Party procurement process as seamlessly as possible into our e-commerce operations, thus offering systems efficiencies that are not available through other third party programs or procurement service providers and providing ultimate convenience to our customers. A key differentiator in the program is our ownership of the end-to-end req-to-check process, and being the complete supplier aggregation provider. Buying a Third Party product provides many of the same benefits to you as buying a Franchise product – you place the order with us, we source and transact the order, we extend the same terms to you and manage terms with suppliers (we “own the receivables” and bear the “carrying cost”), and deal with all the back-end activities and communications with the hundreds of suppliers that either procurement or end users would be dealing with in a fragmented manner.

Ordering a Third Party product on Fisher Scientific’s website, fishersci.com, is just as simple as ordering a franchise product. Your researcher simply searches for the item by description, part number or supplier, “clicks” on it, and the product drops into our shopping cart. The shopping cart can contain products from any number of suppliers, limited only by the user’s requirements.

To further streamline the process, if the user does not find the item they are looking for, he/she can simply click on the web-enabled “New Item Request” form. (b) (4)

(b) (4)

Accommodating Government Requests

The Fisher Scientific channel’s ability to accommodate Government requests in preventing the sale of products or services to Government buyers that have been excluded by the Government is accomplished by the following:

1. After notification of such an exclusion by the Government, the Fisher Scientific channel will conduct an initial sweep/review of our supplier base and all products and services that have been purchased to determine if there are any products or services produced or provided by the covered excluded entity. The Fisher Scientific channel will cease the sale of any product or service to the Government and Government contractors and subcontractors that uses a covered product or service for a covered purpose.
2. After notification of such an exclusion by the Government, the Fisher Scientific channel will on a quarterly basis conduct a review of our supplier base and all products and services that have been added to our portfolio to determine if there are any new products or services produced or provided by the covered entity, if there are new products or services produced or provided by a covered entity, the Fisher Scientific channel will take action to cease the sales of these products as well.

In regard to excluded entities listed on SAM.gov, it is the contractor’s responsibility to do a screening against SAM exclusions to identify debarred suppliers/contractors. The Fisher Scientific channel will periodically do a sweep of their prospective subcontractors/suppliers in accordance with FAR Subpart 9.405 and 9.405-2 regarding debarred, ineligible, or suspended firms.

Mandatory Sources

4.B. (III) Small Business Identification

GSA purchasers are able to apply a filter so as to search only for vendors that are designated as Supplier Diversity Partners. A small icon  appears beside the vendor that meets that search criteria. We use SBA federal definitions to define small and diverse businesses. Our suppliers and strategic partners that are identified with this icon meet one or more of the following classifications: Minority-owned business enterprise (MBE); Woman-owned business enterprise (WBE); Woman-owned small business (WOSB); Veteran-owned small business (VOSB); HUBZone business; Small business enterprise (SBE); Small disadvantaged business (SDB); Service-disabled veteran-owned small business (SDVOSB).

The Fisher Scientific channel has designed a comprehensive Supplier Diversity Program with offerings GSA can utilize to meet diversity procurement targets efficiently and effectively, providing maximum practicable Tier I opportunities. One of the Fisher Scientific Supplier Diversity Program's primary goals is to create repeatable, sustainable Tier I programs that add value for our customers.

The Fisher Scientific channel is also expanding to reach diverse entities such as LGBT and AbilityOne. Our Supplier Diversity Program participants are integrated with Fisher Scientific programs and systems and supported by our experienced professionals to deliver the customized results you need. The diversity team actively works with those small and/or diverse entities to mentor them so they are able to expand their business model, hire additional employees and differentiate themselves from their competitors.

Our Supplier Diversity Program team members perform a formal review of all applicants prior to extending an invitation to our Supplier Diversity Program members to ensure the small/diverse businesses can offer desired value adds to the end user community. Additionally, an annual review occurs to ensure continued compliance/participation in the program. Our objective is to make sure we provide customers with the most qualified Diversity partners possible.

4.B. (iv) Ability One and Essentially the Same Items

Fishersci.com offers you the ability to designate products as preferred by your institution. Preferred products can be configured to display an icon and message to indicate purchase preference, such as the AbilityOne product list. Administrator users may attribute the AbilityOne products through the catalog rules interface on fishersci.com or by providing the list of AbilityOne products to our dedicated support group.

The icon and message will display on Quick View in search results, the product page, and shopping cart. The Company List feature of My Lists also makes it easy for an Administrator/Super User to curate lists of preferred products that will be visible to all users associated with an account. Fishersci.com also offers the ability to designate products as non-preferred by your institution and set up an associated cross to a preferred product. This feature will allow users to see non-preferred products, such as "Essentially the Same" items and the associated cross to a preferred product. When viewing a non-preferred product, an icon and message displays to indicate the product is on the non-preferred list as specified by your institution. Preferred products will display as a cross reference on the product page to allow users to add the preferred item to cart even when viewing a non-preferred item. When a non-preferred item is added to the shopping cart, users have the ability to swap out the non-preferred item for the preferred item directly in the shopping cart when a cross exists.

Cybersecurity

The Fisher Scientific channel operates under the same vigilant cybersecurity policies and procedures as our Parent Company, Thermo Fisher Scientific. As a Company, we understand the ever-growing importance of cybersecurity. Over the last several years, we have enhanced our resources dedicated to anticipating, detecting, and countering threats to our and our customers' information and systems.

Through our robust information security program, we have developed a clearly defined set of information security policies and procedures that are designed to maintain the confidentiality, integrity, and availability of all data and systems within the company's environment. By protecting our data and the data of our customers, we can continue to achieve our mission of making the world healthier, cleaner, and safer.

The Corporate Information Security (CIS) department is comprised of a Chief Information Security Officer overseeing staff supporting the following areas:

- Program management and governance
- Security operations and technology
- Threat and vulnerability management
- Policy and compliance
- Risk management
- Security awareness
- Data protection and privacy

System wide, PCI scans are conducted quarterly using an external scanning system and shared with merchant services as required.

Attached below is the ISO certification document under which the Fisher Scientific channel operates.



Thermo Fisher
Scientific ISO 27001

We have many security and privacy policies in place that cover various areas of cybersecurity. These policies are confidential and proprietary and are not shared externally; however, below attached for your reference is a list of the current policies.



Thermo Fisher list
of policies.pdf

Data Capabilities

The Fisher Scientific channel offers an array of online on-demand order history and audit reports in addition to a variety of offline custom reporting solutions.

GSA customers can receive a variety of reports measuring monthly, quarterly and yearly activity. Reports can be generated for individual site-level locations or at the global level. The Fisher Scientific channel's corporate and local teams will work closely with GSA personnel to define and fulfill their measurement requirements.

4.C. (i). Spend Data and Analytics

Fishersci.com offers multiple on-demand solutions for reviewing spend data and historic spend information. Users can be configured to allow downloading of order history in Microsoft Excel format for up to 2 years with an option to download a report for orders across the account or your own orders. You can select from a predetermined range, such as the past 6 months, past 12 months, or prior year when building the report, or enter a date range. Downloaded order history reports display the following information:

- Report Date
- Account Number
- Purchase Order (PO) Number
- Fisher Order Number
- Promise Date
- Invoice Date
- Invoice Number
- Attention Line
- City
- State
- Fisher Catalog Number
- Brand
- Item Description
- Quantity Ordered
- Unit of Measure
- Unit Price
- Tax (where applicable)
- Item Total

In addition to the on-demand order history reports, Administrators/Super Users have access to order audit trails for sub-users part of an approval structure, as well as to a detailed history by user for orders placed against a fund using the fishersci.com fund tracking feature.

4.C. (ii). Data Extracts

We are able to generate usage reports at monthly intervals to provide a detailed listing of all items purchased under a specific account number (locations) or group of account numbers. This report also displays the total number of units, customer and Fisher Scientific part numbers, the average monthly usage, and the total selling price, both by line item and a grand total.

GSA can receive a variety of reports in paper or electronic format (including Excel) that measure monthly and year-to-date activity. Our corporate and local teams will work closely with GSA personnel to define and fulfill their measurement requirements. Reports can be generated for each site or combined for the total figures.

The Fisher Scientific channel is committed to ensuring that GSA has visibility to the data that it needs in order to determine usage, savings and metric reports. Because each of our customers have different systems and different methods for reporting, we have not found it practical to develop a system-wide solution. We do, however, create customer-specific reports that achieve this goal. We will be pleased to work with GSA in order to develop reports and metrics that provide you with the requested and required visibility to this information.

Our account management process emphasizes committed reporting, resources, communication, continuous improvement, and customer satisfaction. As an integral part of the overall account management process, the Business Review is the leading report used to evaluate Key Performance Indicators (KPIs). The Business Review report provides both the Fisher Scientific channel and the customer with an accurate summary of the business relationship for a specific period.

Provided in the Business Review are Key Performance Indicators, individual initiatives, and general information that may include the following:

- Best Practices
- Commercial KPIs such as:
 - Spend Total
 - Spend by Location
 - Year-over-Year Spend by Commodity
 - Top 25 Items by Quantity
 - Top 25 Items by Spend
 - Top 25 Suppliers by Spend
- Partnership Opportunities KPIs
 - Gap Analysis Opportunities
 - Lower Cost Alternatives
 - New Supplier Partners
 - New Suppliers and Product Lines
 - Operational KPIs
 - Order Metrics, e.g., Average Order Size, E-Commerce Utilization, Transportation, Credit Card Usage
 - Quality Performance
 - Accounts Receivable
 - Actions from last Review and Next Steps
 - Glossary

The Business Review provides important data on the savings that have been achieved during a specific reporting period and also identifies opportunities for improvement. In addition, the Business Review includes a glossary of terms to fully clarify all terminology used within the report.

4.C. (iii). Data Analytics

As part of the onboarding process and as general maintenance of business, the Fisher Scientific channel offers the option of working with you to generate custom reports that best meet your needs in congruence with capabilities offered to other B2B customers. We can create reports on Spend Data, Items Purchased, Frequency of Purchases, Cost Savings, Orders Placed, Shipping and Delivery Data, and many more.

4.C. (v.) Data Security and Protections – Restrictions on Contractor’s Use of Data

The following is our current online privacy statement. It encapsulates how we receive, collect, use and transfer information regarding users or visitors (for the purposes of this Online Privacy Statement, “you”) of our Online Services.

Information You Actively Submit. If you create an account, order products, register for services, or otherwise submit data using the Online Services, we collect information about you and the company or other entity you represent (e.g., your name, organization, address, email address, phone number, fax number). You may also provide information specific to your interaction with the Online Services, such as payment information to make a purchase, shipping information to receive a purchase. In such instances, you will know what personal data is collected by us, because you will have actively submitted it.

Information Passively Submitted. We automatically collect information during your use and navigation of the Online Services, including the URL of the website you came from, the browser software you use, your Internet Protocol (IP) address, IP ports, date/time of access, data transferred, pages visited, amount of time you spend on the Online Services and information about actions and transactions conducted on the Online Services.

If you use our mobile applications, then we also collect technical information about your device (including device operating system version and device hardware), unique device identifiers (including device IP address), and, if you activate the relevant feature on your device, geolocation data. This data is generated and collected automatically, as part of the standard operation of the Online Services.

We also use “cookies” to enhance and customize your experience of the Online Services. A cookie is a small text file that may be stored on your computer or device used to access the Online Services. You may set your browser software to reject cookies, but doing so may prevent us from offering conveniences or features on the Online Services. To reject cookies, refer to information about your specific browser software. We also use eTags, which are opaque identifiers assigned by a web server to specific versions of a resource found at a URL. If the resource at that URL changes, a new and different eTag is assigned. This allows us to track which pages you visit while on the Online Services. In addition, we use electronic images known as web beacons (also called pixel tags or clear GIFs) to track users who have visited the Online Services. Web beacons allow us to deliver content and marketing communications tailored to your interests. We strive to provide a customized, personalized experience to website visitors. Our websites do not currently respond to ‘do not track’ signals in web browsers.

Use of Information.

We use personal data that we collect about you through the Online Services to:

- Upon request, create an account for you or the organization for which you work;
- Fulfill your orders for products and services;
- Provide requested services and information;
- Respond appropriately to your inquiries;
- Update your account, orders and transactions;
- Discharge our contractual obligations to you;
- Comply with any legal obligations that apply to us; and
- Customize and personalize your experience on the Online Services.

Fee Remittance

The Fisher Scientific channel agrees with Subsection iv (Fee Remittance) and concurs with the process as outlined in the RFP.

THE FISHER SCIENTIFIC VALUE PROPOSITION

We offer an industry-leading science portfolio, featuring more than **2,500,000 products** and services from over 9,000 suppliers, including many **exclusive** relationships in which the Fisher Scientific channel is the only authorized distributor of the product line to more open franchise arrangements. Through our Fisher Scientific channel network, our company is uniquely positioned to offer additional value by leveraging your spend through **one** company. Our scientific and research products serve government agencies, colleges and universities, medical research institutions, pharmaceutical and biotechnology companies, hospital research labs, original equipment manufacturers, quality control, and R&D laboratories.

[Our Position in the Marketplace](#)

We have considerable experience in serving the government and scientific communities. The Fisher Scientific channel is the preferred laboratory supply partner to many of the largest institutions and companies in the world, helping members realize significant savings and unparalleled access to products across 25 Fisher Scientific Company L.L.C NAICS codes registered within SAM. Our mission is to supply you with a full complement of products and services delivered seamlessly to ensure uninterrupted productivity.

[E-Commerce Capabilities](#)

For today's scientists, e-commerce has become almost as essential a tool as the research products used in their experiments. That is why the Fisher Scientific channel is committed to ensuring that our e-commerce platform is state of the art, providing our customers with the most intuitive, robust, and secure experience in the marketplace.

Always on the forefront of innovation, the Fisher Scientific channel is constantly expanding and upgrading its e-business capabilities to stay ahead of the curve. We began in the 1960s to exchange electronic transaction with our customers, were the first company in our industry to develop a procurement website in the 1990s, and now in the 21st century we are moving toward providing a fully connected digital lab experience using advanced cloud technology.

Premier User Experience

Over the last several years, we have invested significant resources into making fishersci.com one of the premier procurement websites in our industry. **Fishersci.com** is continually being enhanced to make your ordering process faster and more efficient. We've enriched product content and graphics as well as search capabilities in order to help you select the right items. We've made it easier to place repeat orders through My Lists and reorder past items through the Order Details page. We've also upgraded our order tracking capabilities through the Order Status Tab and our new Global Track and Trace, which provides improved visibility into the status of your shipment.

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